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PROGRAMS  
AND  
SERVICES  
FOR  
ELDERS

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MASSACHUSETTS DEPARTMENT OF ELDER AFFAIRS  
120 BOYLSTON STREET  
BOSTON, MASSACHUSETTS 02116

JANUARY, 1976



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## I. INTRODUCTION

### HISTORY OF THE DEPARTMENT OF ELDER AFFAIRS

The evolutionary process, culminating in the creation of the Department of Elder Affairs, spanned a twenty year period. In 1954, a Council on Aging was formed as an advisory board responsive to the Governor. Its renaming in 1964 to the Commission on Aging did not alter the board's advisory and consultative functions, although Chapter 6, Section 23 of the Massachusetts General Laws did add duties primarily related to the employment of the elderly.

Chapter 761 of the Acts of 1968, which established the Department of Community Affairs, abolished the Commission and transferred all of its powers and duties to the new Department.

The status of the existing state aging unit was raised in 1970 by the passage of Chapter 862 which created the Executive Office of Elder Affairs and allowed for the development of an administrative structure for elderly affairs.

On November 28, 1973, the General Court of Massachusetts enacted legislation - Chapter 1168 of the Acts of 1973 - creating the Department of Elder Affairs. The first cabinet level Department of Elder Affairs in the nation was vested with full statutory authority to develop service programs for elders and to represent elders at the highest level of State government.



MANDATES OF THE DEPARTMENT OF ELDER AFFAIRS

As delineated in Chapter 1168, which added Chapter 19A into the Massachusetts General Laws, the Department of Elder Affairs is charged with specific administrative responsibilities.

"The Department shall be the principal agency of the Commonwealth to mobilize the human, physical, and financial resources available to plan, develop, and implement innovative programs to insure the dignity and independence of elderly persons, including the planning, development, and implementation of a home care program for the elderly in the communities of the Commonwealth."

(MGL Chapter 19A, Section 4)

Chapter 1168 further provides statutory authority for the Department to work in conjunction with other State agencies in the development of regulations, standards, or policies that affect elders in the following areas:

- development of nursing home regulations in connection with the Department of Public Health;
- registration of nursing home administration;
- determination of need for new nursing homes or related facilities;
- determination of sites and nutritional standards for the school meals program for the elderly;
- development of standards for State-aided elderly housing;
- appointment by the Governor of one member to the Public Health Council;
- review of regulations of the Department of Public Welfare affecting services, medical care, and public assistance for elders;
- accreditation of homemakers and homemaker agencies.



The Department of Elder Affairs, as the designated single state agency under the Federal Older Americans Act, must also fulfill Federal mandates and requirements. In compliance with State and Federal responsibilities, the Department of Elder Affairs has set forth the following objectives:

- to enable elders to remain in the community with dignity and independence through the provision of Home Care services;
- to be an advocate for elders at the highest level of State government;
- to plan, coordinate, and fund service programs for elders through Title III of the Older Americans Act;
- to provide nutritious meals and supportive services to elders through Title VII of the Older Americans Act;
- to collect information on aging, and on programs and opportunities available to elders, and to disseminate such information to all appropriate parties;
- to carry out special projects, research and demonstration and other activities for the benefit of elders.







## II. PROGRAMS AND SERVICES

### ARCHITECTURAL BARRIERS

On October 12, 1974, the Department of Elder Affairs became a member of the Architectural Barriers Board. The Board's primary goal is to facilitate access to and use of public buildings and facilities by physically handicapped persons. The Department's role in the achievement of this goal includes participation in the preparation of Rules and Regulations governing construction, reconstruction, alteration or remodeling of public buildings; dissemination of the Rules and Regulations; education of architects, planners, builders and the general public as to the design needs of persons with mobility limitations; and enforcement of the Rules and Regulations through weekly compliance and variance hearings.

### AREA AGENCIES ON AGING

As required under Title III of the 1973 amendments to the Older Americans Act of 1965, the Department has established nine Area Agencies on Aging (AAA) throughout the Commonwealth. The AAAs are responsible for the planning and coordination of services for elders within designated geographic areas.

Upon submission of an area plan which evaluates priority needs and offers plans for meeting such needs, Title III funds are allocated by the Department to each AAA. The AAA then



awards grants to community agencies for the provision of services to elders.

Each AAA is a non-profit corporation formed for the sole purpose of developing an Area Plan and funding service programs for elders. The AAA Board of Directors and Advisory Council are chiefly composed of area residents age 55 and over who are broadly representative of local Councils on Aging.

#### COUNCILS ON AGING

Councils on Aging were first created by Chapter 495 of the Acts of 1956 and made part of the General Laws, Section 8B of Chapter 40, for the purpose of "coordinating or carrying out programs designed to meet the problems of the aging in coordination with programs of the Department of Elder Affairs."

Funding of the 276 Councils on Aging is provided by city or town appropriations. State funds, totalling \$100,000 per fiscal year, are granted to legally mandated Councils on Aging to serve as seed money. Preference is given to proposals for: Councils on Aging applying for the first time, establishment of new or expansion of multi-service senior centers, planning and coordination of services for older persons, and establishment of new or expansion of programs emphasizing volunteer community or civic services. State demonstration grant funds are further utilized to provide such services as information and referral, preventative health education, transportation, outreach, agency staffing and employment.



## EDUCATION

Title IV-A of the Older Americans Act of 1965, as amended, provides Federal funding to assist in meeting the aging-related training needs identified at both the State and Area Agency level. Used in concert with Title III administrative funds, Title IV-A monies are expended to address the manpower and training needs of State and Area Agency on Aging staff, elders who wish to become involved in service delivery to their peers, volunteers engaged in elder related programs, staff of public and private agencies providing services to older persons, and individuals pursuing a career in aging.

The community-based training effort further provides incentives to the educational institutions involved, primarily community and state colleges, to expand their interests and activities in the field of aging. Grants will be awarded to state and community colleges for the development and implementation of educational programs for elders.

The Department is planning to implement a multi-faceted program embracing all levels of educational activities for elders. Included in this program will be one-day intergenerational conferences offering high school students the opportunity to discuss issues pertaining to aging with community elders.

## ELDER SERVICE CORPS

The Elder Service Corps was created by the Legislature concurrently with the creation of the Department of Elder Affairs





on July 1, 1974 (Section 13 of Chapter 19A of the General Laws). The State-funded program, administered by the Department of Elder Affairs, provides elder volunteers with a stipend to meet the expenses incurred in the performance of their activities.

Persons age 60 and over, enrolled in the program for one year, are assigned to various public and private non-profit human service agencies engaged in programs related to the elderly. Full-time corps people work 37-1/2 hours a week and receive a monthly stipend of \$200. Part-time enrollees work 16 hours a week and receive a monthly stipend of \$100. The stipends received by the enrollees provide the source for the required 25% local match of Federal grants awarded to participating Area Agencies on Aging and Community Action Programs.

#### HEALTH

The Department of Elder Affairs provides, in addition to the nursing home and public health activities of the State Nursing Home Ombudsman, technical assistance and consultation to agencies and organizations involved in the up-grading of geriatric care.

In conjunction with professional health activities, the Department is participating in the development of geriatric care training programs. Planning, designed to meet the needs of elders in State institutions, is being conducted by a consortium of State agencies including the Department. Additional consultation is given to the Medical Division of the Department of Public Welfare on the improvement of medical services offered to low





income elders.

## HOME CARE

The concept of Home Care emerged in response to the growing need for community based supportive services to elders "at risk" of being institutionalized due to social or physical limitations. The program strives to maintain the dignity and independence of older persons in the community.

At present, 18 of the projected 27 Home Care Corporations are fully funded and operative in 120 communities throughout the State. Each Home Care Corporation is centered around six core services:

-- Case Management is provided by staff members and includes assessing the need for services; counselling with the client to identify, accept and secure needed services; developing, monitoring and reviewing service plans; assisting the client in obtaining necessary services; and follow-up.

-- Chore Services help in home maintenance by providing such assistance as heavy household cleaning, minor repair services, snow removal, and relocation preparation.

-- Emergency Services include social diagnosis, evaluation and assessment, and short term counselling and intervention to persons in a perceived crisis in order to alleviate the crisis or refer persons to appropriate resources.

-- Homemaker Services include food shopping, personal errands, light housekeeping, meal preparation as necessary, and related activities.



-- Information and Referral Services, which include brief assessment of a person's needs, referral to appropriate resources and follow-up, are provided by staff members to persons regardless of income.

-- Transportation Services provide mobility and independence through transportation to central meal facilities, medical appointments, community service agencies, and other locations.

In addition, Home Care Corporations provide other services that vary from location to location. Among these are housing, preventive health maintenance and rehabilitation, nutrition and legal and advocacy assistance.

The primary funding sources for the Home Care program are Title III of the Older Americans Act, Title XX of the Social Security Act, and the Commonwealth of Massachusetts. Additional Federal funding is provided through Title VII of the Older Americans Act for nutrition programs. City and town governments and community organizations also provide funds and in-kind contributions to match Title III appropriations.

## HOUSING

The Department of Elder Affairs collaborates with the Department of Community Affairs to develop standards for elderly housing including proper site selection, barrier-free design, development of community space, and regulations for tenant selection. Each proposal for elderly housing, whether State or



Federally funded, is reviewed to insure that the environmental and social needs of elders are met.

As part of its advocacy function, the Department involves local Councils on Aging in the planning and review process. The Department also provides technical assistance to local groups involved in the planning and review of housing for the elderly.

#### INFORMATION SERVICES

More than 10,000 elders and persons involved in elder affairs are served by the Department's Information and Referral Unit each year. Telephone inquiries, letters and walk-in requests for information on opportunities and resources available to elders on the community, State and Federal levels are acknowledged. When necessary, referrals are made to appropriate service agencies.

The Department maintains a resource library which is open to the public as an adjunct to the Information and Referral service. The library houses journals, reports and texts relevant to the aging field. Also available for circulation is a collection of audio-visual materials.

#### INTERGOVERNMENTAL RELATIONS

The primary responsibility of the Department of Elder Affairs' Intergovernmental Relations Unit is to carry out the interdepartmental activities mandated by Chapter 1168 of the Acts





of 1973. In addition, the unit reviews all Federal and State laws, regulations and program guidelines affecting older persons in order to maximize the benefits derived by elders from newly developed programs. Federal grant proposals and other funding documents are also reviewed so as to submit recommendations to appropriate agencies on proposals impacting the elderly.

The specific areas of concern for the Intergovernmental Relations Unit are housing, transportation, health, welfare services, and pre-retirement planning.

#### LEGAL SERVICES

The Legal Services Program for elders is a demonstration project designed to provide legal assistance to nursing home residents in conjunction with the State Nursing Home Ombudsman Project. The areas in which primary guidance will be offered are incompetency, right of access to nursing homes, deinstitutionalization, and home ownership.

The specific objectives of the program include a review of Massachusetts laws and regulations relative to the provision of care to nursing home residents and the elderly spouse remaining in the community, the development and maintenance of an effective working relationship with existing legal services projects, the utilization of services currently rendered by the Massachusetts Bar Association, and the training of Home Care Corporation and Area Agency on Aging staff in the dissemination of legal guidance materials to the elderly.

In addition, an action handbook geared to elders and those working with the elderly will be produced. Area law schools





will be encouraged to offer training in the needs of the elderly through the participation of volunteer law students in the Project.

#### NURSING HOME OMBUDSMAN PROJECT

The function of the State Nursing Home Ombudsman Project is to serve as an advocate for service recipients and service providers in order to coordinate the existing resources and regulatory agencies involved in the improvement of patient care.

The Ombudsman Project solicits the complaints, opinions and viewpoints of three groups--patients, their families and friends, and professional persons; nursing home owners and administrators; and governmental regulatory agencies. The scope of the problem is then interpreted and a response given. The resolution of the problem is achieved through the utilization of administrative action, litigation, and/or legislation.

The Nursing Home Ombudsman Project is funded under a contract from the Department of Health, Education and Welfare from the Administration on Aging plus certain administrative support provided by the Commonwealth of Massachusetts.

#### NUTRITION PROGRAM

The Title VII Nutrition Program is a Federally funded project under the Older Americans Act which provides persons age 60 and over, particularly those with low incomes, with low cost, nutritionally sound meals served in congregate sites



strategically located in schools, churches, community centers and other public or private facilities. The nutrition projects provide an intake and outreach service and additional needed social services not otherwise available to community elders such as transportation and personal escort service to and from project sites, information and referral, health and welfare counselling, and recreational activities.

Currently, twenty-one projects serve approximately 6,800 meals daily at 137 sites throughout the Commonwealth. An additional 5,502 meals are served daily by the Department of Education's nutrition program which serves noon meals in conjunction with school lunch programs.

#### PRE-RETIREMENT

Consultation and technical assistance in the development of pre-retirement training programs are offered to the business and educational communities by the Department of Elder Affairs.

In collaboration with educational institutions, bibliographical material and training model descriptions have been compiled for dissemination to interested organizations.

The Department also conducts regional meetings, drawing together experts in pre-retirement, business representatives, and educators to stimulate the development of innovative approaches to pre-retirement training.

#### SENIOR AIDES

Senior Aides is a national program funded by the Department of Labor through the National Council of Senior Citizens,





designed to provide permanent employment opportunities for elders. In Massachusetts, the Senior Aides Program is administered by the Department of Elder Affairs with three Home Care Corporations designated by the Department as local administrative agencies.

Senior Aides are trained to assume the role of ombudsmen--one of advocacy, impartiality, and accessibility. Acting as an objective agent between individuals and agencies, the ombudsmen extend their knowledge of Federal, State, and local agencies, organizations and services for the elderly to the community at large as elder advocates.

Elders who meet the income and eligibility requirements of the program are placed in host organizations by the area coordinator. Senior Aides work 20 hours per week (additional hours are optional if funding permits) at a pay rate during Fiscal Year 1975 of \$2.35 per hour, thereby not exceeding the yearly earnings limitation for Social Security beneficiaries under age 72. Senior Aides also receive fringe benefits, transportation reimbursements and support services.

#### TRANSPORTATION

The specialized transportation needs of elders is addressed' by a cooperative effort between the Department and the Executive Office of Transportation and Construction. Federal transportation grants are awarded to regional and local non-profit organizations to purchase specially equipped vehicles, to plan new



routes and to subsidize operating costs for expanded services. Through this program, transportation planning is coordinated with Regional Planning Agencies and Regional Transportation Authorities with emphasis placed on the shared use of transportation resources.

The Department also provides technical assistance to local Councils on Aging and Area Agencies on Aging involved in joint planning and service development with Regional Transportation Authorities in their communities.





I  
III. FEDERAL FUNDING SOURCES

OLDER AMERICANS ACT

The Older Americans Act of 1965, as amended, is a principal Federal funding source to assist in the administration of state agencies on aging and in the development of community planning and social services for the elderly.

-- Title III provides limited funds for the administration of the designated state agencies on aging and the Area Agencies on Aging (AAA). The majority of Title III funds are allocated by the Department of Elder Affairs and the AAAs for the development and coordination of programs for elders.

-- Title IV-A is the funding source for education and training programs on aging.

-- Title IV-B provides funds for research and development activities in the field of gerontology.

-- Title VII is the sole funding source for the operation of Nutrition Programs for elders.

-- Title IX authorizes funds to the Department of Labor for Older Workers' Employment Programs such as Senior Aides and Green Thumb.

SOCIAL SECURITY ACT

The Social Security Act includes a number of provisions containing Federal benefits for elders.

-- Title II provides the standard retirement and disability



benefits for Social Security beneficiaries.

-- Title XVI established the Supplemental Security Income (SSI) program which provides a guaranteed minimum income for elderly, blind and disabled persons.

-- Title XVIII created the Medicare program which provides medical insurance for elderly and certain disabled Social Security beneficiaries.

-- Title XIX established the Medicaid program which provides medical assistance to low income individuals.

-- Title XX allocates funds to each state for social service provision to low income individuals.



AREA AGENCIES ON AGING

AREA I-A      Berkshire County Home Care Corporation  
246 North Street  
Pittsfield, MA 01201  
(413) 499-1353

AREA I-B      Franklin County Home Care Corporation  
Central Street  
Turners Falls, MA 03176  
(413) 774-2994

AREA I-C      Highland Valley Elder Service Center  
58 Pleasant Street  
Northampton, MA 01060  
(413) 586-3130

AREA I-D      Holyoke/Chicopee Home Care Corporation  
364-66 Maple Street  
Holyoke, MA 01040  
(413) 538-9020

AREA I-E      Springfield Home Care Corporation  
1414 State Street  
Springfield, MA 01109  
(413) 788-6194

AREA II        Region II Area Agency on Aging, Inc.  
697 Main Street  
Holden, MA 01520  
(617) 829-5364

AREA III      Area III Area Agency on Aging, Inc.  
Lakeside Office Park, Building B, Door 4  
North Avenue  
Wakefield, MA 01880  
(617) 246-2666

Area IV        Region IV Area Agency on Aging, Inc.  
Nurses Residence, Lakeville Hospital  
Lakeville, MA 02346  
(617) 947-7050

AREA VI        Region VI Area Agency on Aging, Inc.  
Commission on Affairs of the Elderly  
One City Hall Square  
Boston, MA 02201  
(617) 725-4000 X-125





HOME CARE CORPORATIONSBerkshire Home Care Corp.

246 North Street  
Pittsfield, MA 01201  
(413) 499-1353

Boston Home Care

## S.W. Boston Senior Services, Inc.

4251 Washington Street  
Roslindale, MA 02131  
(617) 325-0525

## Area II Home Care for Senior Citizens, Inc.

73 Hemenway Street  
Boston, MA 02115  
(617) 266-1672

## Senior Home Care Services, Boston III, Inc.

32 City Square  
Charlestown, MA 02129  
(617) 241-7515

Old Colony Elderly Services, Inc.

170 Main Street  
Brockton, MA 02401  
(617) 584-1561

Cape and Islands Home Care, Inc.

146 Main Street  
Hyannis, MA 02601  
(617) 771-4248

Chelsea/Revere/Winthrop Home Care Center, Inc.

453 Broadway  
Revere, MA 02151  
(617) 284-3600 X-54/55

Fall River Home Care for Elderly, Inc.

178 Pine Street  
Fall River, MA 02720  
(617) 675-2101

Franklin County Home Care Corporation

Central Street  
Turners Falls, MA 03176  
(413) 774-2994



Gloucester/Rockport Senior Home Care Services, Inc.  
94 Main Street  
Gloucester, MA 01930  
(617) 281-1750

Highland Valley Elder Service Center  
58 Pleasant Street  
Northampton, MA 01060  
(413) 586-3130

Holyoke/Chicopee Home Care Corporation, Inc.  
364--66 Maple Street  
Holyoke, MA 01040  
(413) 538-9020

Greater Lynn Senior Services, Inc.  
75 Union Street  
Lynn, MA 01902  
(617) 599-0110

Merrimack Valley Home Care Center, Inc.  
477 Essex Street  
Lawrence, MA 01840  
(617) 683-7747

Montachusett Home Care Corporation, Inc.  
124 Main Street  
Fitchburg, MA 01420  
(617) 345-7312

Mystic Valley Elderly Home Care, Inc.  
341A Forest Street  
Malden, MA 02148  
(617) 324-1200

Somerville/Cambridge Home Care Corporation  
249 Elm Street  
Somerville, MA 02144  
(617) 628-2601

Home Care Corporation of Springfield, Inc.  
1414 State Street  
Springfield, MA 01109  
(413) 788-6194

Elder Home Care Services of Worcester Area, Inc.  
67 Highland Street  
Worcester, MA 01609  
(617) 756-1545



TITLE VII NUTRITION PROJECTS

<u>Nutrition Project</u>	<u>Project Area</u>
Berkshire Home Care 246 North Street Pittsfield, MA 01201 (413) 499-2855	Berkshire County
Southwest Boston Senior Services, Inc. 4251 Washington Street Roslindale, MA 02131 (617) 325-0525	Hyde Park, Roslindale West Roxbury, .. Jamaica Plain
Cape and Islands Home Care, Inc. 146 Main Street Hyannis, MA 02601 (617) 771-4248	Cape Cod and Islands
Chelsea/Revere/Winthrop Home Care 281 Broadway Revere, MA 02151 (617) 284-3600 X-54	Chelsea, Revere, Winthrop
Community and Regional Opportunity Program 161 School Street Chicopee, MA 01013 (413) 598-8391	Chicopee, Holyoke, Ludlow, S. Hadley, Ware, Belchertown, Granby
Federated Dorchester Neighborhood Houses, Inc. 222 Bowdoin Street Dorchester, MA 02122 (617) 282-9753	Charlestown, East Boston, South Boston, Chinatown, North End, Dorchester, Columbia Point
Fall River Council on Aging c/o Fall River Nutrition Program 1197 Robeson Street Fall River, MA 02720 (617) 675-0521	Fall River, Westport, Attleboro, Swansea, Somerset
Franklin County Home Care Central Street Turners Falls, MA 01376 (413) 772-0831	Franklin County
Gloucester-Rockport Senior Home Care Services, Inc. 94 Main Street Gloucester, MA 01930 (617) 281-1750	Gloucester, Rockport, Ipswich, Manchester





**PROGRAMS  
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for  
ELDERS**

MASSACHUSETTS DEPARTMENT OF ELDER AFFAIRS  
120 Boylston Street  
Boston, Massachusetts 02116

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The community-based training effort further provides incentives to the educational institutions involved to expand their interests and activities in the field of aging. Grants will be awarded for the development and implementation of educational programs for elders.

Intergenerational Education

Intergenerational education programs are designed to reactivate and communicate the spirit, knowledge, expertise and valuable life experience of the current generation of Older Americans to students. Conducted in elementary and secondary schools, the flexible program format is adapted to fit community resources.



Regularly enrolled students and community elders join together to participate in such instructional and non-instructional activities as in-school and off-campus programs, classroom and small group situations, tutorial, counselling or discussion programs during school and after school hours. Each inter-generational program is administered by a teacher nominated to serve as liaison between the elders and students, and by a member of the local community serving as an outside liaison. The Department of Elder Affairs provides program development information and technical assistance to communities seeking to initiate intergenerational education programs.

#### Project Healthy

"Healthy" is a six-part seminar series designed to help elders preserve their health and mobility. Sponsored by the Department of Elder Affairs, the series is used by agencies and organizations dealing with elders.

All materials needed by an individual or group to present the seminar series in the community are contained in a kit-- coordinator's manual, handout literature, cassette tape and 35 mm. filmstrip. The complete package may be borrowed from the Department of Elder Affairs.

#### ELDER SERVICE CORPS

The Elder Service Corps was created by the Legislature concurrently with the creation of the Department of Elder Affairs

on July 1, 1974 (Section 13 of Chapter 19A of the General Laws). The State-funded program, administered by the Department of Elder Affairs, provides elder volunteers with a stipend to meet the expenses incurred in the performance of their activities.

Persons age 60 and over, enrolled in the program for one year, are assigned to various public and private non-profit human service agencies engaged in programs related to the elderly. Full-time corps people work 37 1/2 hours a week and receive a monthly stipend of \$200. Part-time enrollees work 18 hours a week and receive a monthly stipend of \$100. The stipends received by the enrollees provide the source for the required 25% local match of Federal grants awarded to participating Area Agencies on Aging and Community Action Programs.

#### HEALTH

The Department of Elder Affairs provides, in addition to the nursing home and public health activities of the State Nursing Home Ombudsman, technical assistance and consultation to agencies and organizations involved in the up-grading of geriatric care.

In conjunction with professional health activities, the Department is participating in the development of geriatric care training programs. Planning, designed to meet the needs of elders in State institutions, is being conducted by a consortium of State agencies including the Department. Additional consultation is given to the Medical Division of the Department of Public Welfare on the improvement of medical services offered to low



income elders.

### HOME CARE

The concept of Home Care emerged in response to the growing need for community based supportive services to elders "at risk" of being institutionalized due to social or physical limitations. The program strives to maintain the dignity and independence of older persons in the community.

At present, 20 of the projected 27 Home Care Corporations are fully funded and operative in 141 communities throughout the State. Each Home Care Corporation is centered around six core services:

-- Case Management is provided by staff members and includes assessing the need for services; counselling with the client to identify, accept and secure needed services; developing, monitoring and reviewing service plans; assisting the client in obtaining necessary services; and follow-up.

-- Chore Services help in home maintenance by providing such assistance as heavy household cleaning, minor repair services, snow removal, and relocation preparation.

-- Emergency Services include social diagnosis, evaluation and assessment, and short term counselling and intervention to persons in a perceived crisis in order to alleviate the crisis or refer persons to appropriate resources.

-- Homemaker Services include food shopping, personal errands, light housekeeping, meal preparation as necessary, and related activities.

-- Information and Referral Services, which include brief assessment of a person's needs, referral to appropriate resources and follow-up, are provided by staff members to persons regardless of income.

-- Transportation Services provide mobility and independence through transportation to central meal facilities, medical appointments, community service agencies, and other locations.

The Department also sponsors a range of health maintenance and health education programs for elders through the home care network. Such services as screening clinics, health assessments, health counselling and nurse clinics, primarily conducted under contractual arrangements with the Visiting Nurse Association, are offered within the community to assist elders in maintaining their physical well-being.

In addition, Home Care Corporations provide other services that vary from location to location. Among these are housing, nutrition, and legal and advocacy assistance.

The primary funding sources for the Home Care program are Title III of the Older Americans Act, Title XX of the Social Security Act; and the Commonwealth of Massachusetts. Additional Federal funding is provided through Title VII of the Older Americans Act for nutrition programs. City and town governments and community organizations also provide funds and in-kind contributions to match Title III appropriations.

#### HOUSING

The Department of Elder Affairs collaborates with the Department

of Community Affairs to develop standards for elderly housing including proper sit selection, barrier-free design, development of community space, and regulations for tenant selection. Each proposal for elderly housing, whether State or Federally funded, is reviewed to insure that the environmental and social needs of elders are met.

As part of its advocacy function, the Department involves local Councils on Aging in the planning and review process. The Department also provides technical assistance to local groups involved in the planning and review of housing for the elderly.

#### INFORMATION SERVICES

More than 10,000 elders and persons involved in elder affairs are served by the Department's Information and Referral Unit each year. Telephone inquiries, letters and walk-in requests for information on opportunities and resources available to elders on the community, State and Federal levels are acknowledged. When necessary, referrals are made to appropriate service agencies.

The Department maintains a resource library which is open to the public as an adjunct to the Information and Referral service. The library houses journals, reports and texts relevant to the aging field. Also available for circulation is a collection of audio-visual materials.

#### INTERGOVERNMENTAL RELATIONS

The primary responsibility of the Department of Elder



Affairs' Intergovernmental Relations Unit is to carry out the interdepartmental activities mandated by Chapter 1168 of the Acts of 1973. In addition, the unit reviews all Federal and State laws, regulations and program guidelines affecting older persons in order to maximize the benefits derived by elders from newly developed programs. Federal grant proposals and other funding documents are also reviewed so as to submit recommendations to appropriate agencies on proposals impacting the elderly.

#### LEGAL SERVICES

The Legal Services Program for elders is a demonstration project designed to provide legal assistance to nursing home residents in conjunction with the State Nursing Home Ombudsman Project. The areas in which primary guidance will be offered are incompetency, right of access to nursing homes, deinstitutionalization, and home ownership.

The specific objectives of the program include a review of Massachusetts laws and regulations relative to the provision of care to nursing home residents and the elderly spouse remaining in the community, the development and maintenance of an effective working relationship with existing legal services projects, the utilization of services currently rendered by the Massachusetts Bar Association, and the training of Home Care Corporation and Area Agency on Aging staff in the dissemination of legal guidance materials to the elderly.

In addition, an action handbook geared to elders and those working with the elderly will be produced. Area law schools

will be encouraged to offer training in the needs of the elderly through the participation of volunteer law students in the Project.

#### NURSING HOME OMBUDSMAN PROJECT

The function of the State Nursing Home Ombudsman Project is to serve as an advocate for service recipients and service providers in order to coordinate the existing resources and regulatory agencies involved in the improvement of patient care.

The Ombudsman Project receives the complaints, opinions and viewpoints of three groups--patients, their families and friends, and professional persons; nursing home owners and administrators; and governmental regulatory agencies. The scope of the problem is then interpreted and a response given. The resolution of the problem is achieved through the utilization of administrative action, litigation, and/or legislation.

The Nursing Home Ombudsman Project is funded under a contract from the Department of Health, Education and Welfare from the Administration on Aging plus certain administrative support provided by the Commonwealth of Massachusetts.

#### NUTRITION PROGRAM

The Title VII Nutrition Program is a Federally funded project under the Older Americans Act which provides persons age 60 and over, particularly those with low incomes, with low cost, nutritionally sound meals served in congregate sites

strategically located in schools, churches, community centers and other public or private facilities. The nutrition projects provide an intake and outreach service and additional needed social services not otherwise available to community elders such as transportation and personal escort service to and from project sites, information and referral, health and welfare counselling, and recreational activities.

Currently, twenty-one projects serve approximately 8,000 meals daily at 156 sites throughout the Commonwealth. An additional 5,502 meals are served daily by the Department of Education's nutrition program which serves noon meals in conjunction with school lunch programs.

#### PRE-RETIREMENT

Consultation and technical assistance in the development of pre-retirement training programs are offered to the business and educational communities by the Department of Elder Affairs.

In collaboration with educational institutions, bibliographical material and training model descriptions have been compiled for dissemination to interested organizations.

The Department also conducts regional meetings, drawing together experts in pre-retirement, business representatives, and educators to stimulate the development of innovative approaches to pre-retirement training.

#### SENIOR AIDES

Senior Aides is a national program funded by the Department of Labor through the National Council of Senior Citizens,



designed to provide employment opportunities for elders. In Massachusetts, the Senior Aides Program is administered by the Department of Elder Affairs with three Home Care Corporations designated by the Department as local administrative agencies.

Senior Aides are trained to assume the role of ombudsmen--one of advocacy, impartiality, and accessibility. Acting as an objective agent between individuals and agencies, the ombudsmen extend their knowledge of Federal, State, and local agencies, organizations and services for the elders to the community at large as elder advocates.

Elders who meet the income and eligibility requirements of the program are placed in host organizations by the area coordinator. Senior Aides work 20 hours per week (additional hours are optional if funding permits) at a pay rate of \$2.50 per hour, thereby not exceeding the yearly earnings limitation for Social Security beneficiaries under age 72. Senior Aides also receive fringe benefits, transportation reimbursements and support services.

#### TRANSPORTATION

The specialized transportation needs of elders is addressed by a cooperative effort between the Department and the Executive Office of Transportation and Construction. Federal transportation grants are awarded to regional and local non-profit organizations to purchase specially equipped vehicles, to plan new routes and

to subsidize operating costs for expanded services. Through this program, transportation planning is coordinated with Regional Planning Agencies and Regional Transportation Authorities with emphasis placed on the shared use of transportation resources.

The Department also provides technical assistance to local Councils on Aging and Area Agencies on Aging involved in joint planning and service development with Regional Transportation Authorities in their communities.

### III. FEDERAL FUNDING SOURCES

#### OLDER AMERICANS ACT

The Older Americans Act of 1965, as amended, is a principal Federal funding source to assist in the administration of State Agencies on Aging and in the development of community planning and social services for the elderly.

-- Title III provides limited funds for the administration of the designated State Agencies on Aging and the Area Agencies on Aging (AAA's). The majority of Title III funds are allocated by the Department of Elder Affairs and the AAA's for the development and coordination of programs for elders.

-- Title IV-A is the funding source for education and training programs on aging.

-- Title IV-B provides funds for research and development activities in the field of gerontology

-- Title V provides funds for the purchase, construction or rehabilitation of senior centers

-- Title VII is the sole funding source for the operation of Nutrition Programs for elders

-- Title IX authorizes funds to the Department of Labor for Older Workers' Employment Programs such as Senior Aides and Green Thumb.

#### SOCIAL SECURITY ACT

The Social Security Act includes a number of provisions containing Federal benefits for elders.

-- Title II provides the standard retirement and disability

benefits for Social Security beneficiaries.

-- Title XVI established the Supplemental Security Income (SSI) Program which provides a guaranteed minimum income for elderly, blind and disabled persons.

-- Title XVIII created the Medicare program which provides medical insurance for elderly and certain disabled Social Security beneficiaries.

-- Title XIX established the Medicaid program which provides medical assistance to low income individuals.

-- Title XX allocates funds to each state for social service provision to low income individuals.



AREA AGENCIES ON AGING

AREA I-A	Berkshire County Home Care Corporation 246 North Street Pittsfield, MA 01201 (413) 499-1353
AREA I-B	Franklin County Home Care Corporation Central Street Turners Falls, MA 01376 (413) 774-2994
AREA I-C	Highland Valley Elder Service Center 58 Pleasant Street Northampton, MA 01060 (413) 586-3130
AREA I-D	Holyoke/Chicopee Home Care Corporation 364-66 Maple Street Holyoke, MA 01040 (413) 538-9020
AREA I-E	Home Care Corporation of Springfield, Inc. 1414 State Street Springfield, MA 01109 (413) 788-6194
AREA II	Region II Area Agency on Aging, Inc. 697 Main Street Holden, MA 01520 (617) 829-5364
AREA III-A	Gloucester/Rockport Senior Home Care Services, Inc.* 94 Main Street Gloucester, MA 01930 (617) 281-1750
AREA III-D	Chelsea/Revere/Winthrop Home Care Center, Inc.* 453 Broadway Revere, MA 02151 (617) 284-3600
AREA III-E	Mystic Valley Elder Home Care Center, Inc.* 341A Forest Street Malden, MA 02148 (617) 324-3200
AREA III-F	Somerville/Cambridge Home Care Corp.* 249 Elm Street Somerville, MA 02143 (617) 628-2601

\*Effective July 1, 1976

Area Agencies on Aging (cont.)

AREA IV-A	Old Colony Elder Services, Inc. 170 Main Street Brockton, MA 02401 (617) 584-1561
AREA IV-B	Bristol County Home Care for Elderly, Inc. 178 Pine Street Fall River, MA 02720 (617) 675-2101
AREA IV-D	Cape/Islands Home Care Corporation 146 Main Street Hyannis, MA 02601 (617) 771-4248
AREA V	Elder Home Care of the Merrimack Valley* 477 Essex Street Lawrence, MA 01840 (617) 683-7747
AREA VI	Region VI Area Agency on Aging, Inc. Commission on Affairs of the Elderly One City Hall Square Boston, MA 02201 (617) 725-4000 X 125

\*Effective July 1, 1976



HOME CARE CORPORATIONS

Minuteman Home Care Corporation  
c/o Arlington Council on Aging  
50 Pleasant Street  
Arlington, MA 02174  
(617) 643-6700 X359

Berkshire Home Care Corporation  
246 North Street  
Pittsfield, MA 01201  
(413) 499-1353

S.W. Boston Senior Services, Inc.  
4258 Washington Street  
Roslindale, MA 02131  
(617) 325-0525

Area II Home Care for Senior Citizens, Inc.  
73 Hemenway Street  
Boston, MA 02115  
(617) 266-1672

Senior Home Care Services, Boston III  
32 City Square  
Charlestown, MA 02129  
(617) 241-7515

Old Colony Elder Services, Inc.  
170 Main Street  
Brockton, MA 02401  
(617) 584-1561

Cape/Islands Home Care Corporation  
146 Main Street  
Hyannis, MA 02601  
(617) 771-4248

Chelsea/Revere/Winthrop Home Care Center, Inc.  
453 Broadway  
Revere, MA 02151  
(617) 284-3600 X170

Bristol County Home Care for Elderly  
178 Pine Street  
Fall River, MA 02720  
(617) 675-2101

Franklin County Home Care Corporation  
Central Street  
Turners Falls, MA 01376  
(413) 774-2994

Home Care Corporations (cont.)Gloucester/Rockport Senior Home Care Services, Inc.

94 Main Street  
Gloucester, MA 01930  
(617) 281-1750

Greater Lynn Senior Services, Inc.

75 Union Street  
Lynn, MA 01902  
(617) 599-0110

Highland Valley Elder Service Center

58 Pleasant Street  
Northampton, MA 01060  
(413) 586-3130

Holyoke/Chicopee Home Care Corporation

364-66 Maple Street  
Holyoke, MA 01040  
(413) 538-9020

Elder Home Care of the Merrimack Valley

477 Essex Street  
Lawrence, MA 01840  
(617) 688-7747

Montachusett's Home Care Corp. Inc.

124 Main Street  
Fitchburg, MA 01420  
(617) 345-7312

Mystic Valley Elder Home Care Center, Inc.

341A Forest Street  
Malden, MA 02148  
(617) 324-3200

Somerville/Cambridge Home Care Corporation

249 Elm Street  
Somerville, MA 02143  
(617) 628-2601

Home Care Corp. of Springfield, Inc.

1414 State Street  
Springfield, MA 01109  
(413) 788-6194

Elder Home Care Services of Worcester, Inc.

67 Highland Street  
Worcester, MA 01609  
(617) 756-1545

TITLE VII NUTRITION PROJECTS

<u>Nutrition Project Grantees</u>	<u>Project Area</u>
Berkshire Home Care 246 North Street Pittsfield, MA 01201 (413) 499-2855	Berkshire County
Southwest Boston Senior Services, Inc. 4258 Washington Street Roslindale, MA 02131 (617) 325-0525	Hyde Park, Roslindale, West Roxbury, Jamaica Plain
Cape and Islands Home Care, Inc. 146 Main Street Hyannis, MA 02601 (617) 771-4248	Cape Cod and Islands
Chelsea/Revere/Winthrop Home Care 453 Broadway Revere, MA 02151 (617) 284-3600 X-54	Chelsea, Revere, Winthrop
Community and Regional Opportunity Program 161 School Street Chicopee, MA 01013 (413) 598-8391	Chicopee, Holyoke, Ludlow S. Hadley, Ware, Belchertown Granby
Federated Dorchester Neighborhood Houses, Inc. 222 Bowdoin Street Dorchester, MA 02122 (617) 282-9753	Charlestown, East Boston South Boston, Chinatown, North End, Dorchester, Columbia Point
Fall River Council on Aging c/o Fall River Nutrition Program 1197 Robeson Street Fall River, MA 02720 (617) 675-0521	Fall River, Westport, Attleboro, Swansea, Somerset
Franklin County Home Care Central Street Turners Falls, MA 01376 (413) 772-0831	Franklin County
Gloucester-Rockport Senior Home Care Services, Inc. 94 Main Street Gloucester, MA 01930 (617) 281-1750	Gloucester, Rockport, Ipswich, Manchester

Nutrition Project Grantees

Highland Valley Elder Service Center  
58 Pleasant Street  
Northampton, MA 01060  
(413) 586-3130

Lawrence Regional Vocational High School  
River Road  
Andover, MA 01810  
(617) 686-1422

Lynn Council on Aging  
75 Union Street  
Lynn, MA 01901  
(617) 599-0110

Malden Action, Inc.  
341A Forest Street  
Malden, MA 02148  
(617) 324-1200

Montachusett Opportunity Council  
305 Whitney Street  
Leominster, MA 01453  
(617) 537-9126

City of New Bedford  
Elderly Nutrition Program  
725 Pleasant Street  
P.O. Box F-658  
New Bedford, MA 02742  
(617) 999-2931 X-305

Peabody Council on Aging  
96 Main Street  
Peabody, MA 01960  
(617) 531-2254

Council of Elders, Inc.  
55 Dimock Street  
Roxbury, MA 02119  
(617) 445-5420

Somerville-Cambridge Home Care Corporation  
249 Elm Street  
Somerville, MA 02144  
(617) 628-2601

Home Care Corporation of Springfield, Inc.  
1414 State Street  
Springfield, MA 01109  
(413) 788-6194

Age Center of Worcester  
17 Federal Street  
Worcester, MA 01600  
(617) 755-2331

Project Area

Easthampton, Hadley,  
Northampton

Amesbury, Merrimack,  
Haverhill, Lawrence,  
Methuen, Billerica,  
Dracut, Tewksbury,  
Lowell, Newburyport

Lynn, Nahant  
Saugus, Lynnfield

Malden, Medford,  
Everett, Melrose

Fitchburg, Gardner,  
Leominster, Ashburnham,  
Westminster, Templeton,  
Winchendon

New Bedford, Dartmouth,  
Acushnet, Fairhaven,  
Rochester, Marion,  
Mattapoisett

Peabody, Salem, Danvers

Allston, Brighton,  
Fenway, Back Bay, South  
End, Roxbury, N. Dorchester,  
N. Jamaica Plain

Somerville, Cambridge

Springfield, Wales

Worcester, Shrewsbury



Nutrition Project GranteesProject Area

Old Colony Elderly Services, Inc.  
170 Main Street  
Brockton, MA 02401  
(617) 584-1561

Brockton









UNIVERSITY OF MASSACHUSETTS  
COLLECTION  
NOV 13 1976

# **PROGRAMS and SERVICES for ELDERS**

MASSACHUSETTS DEPARTMENT OF ELDER AFFAIRS  
120 BOYLSTON STREET  
BOSTON, MASS. 02116

OCTOBER, 1976

PUBLICATION: #9226-70-500-10-76-CR  
Approved by Alfred C. Holland, State Purchasing Agent



# **PROGRAMS and SERVICES for ELDERS**

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## I. INTRODUCTION

### HISTORY OF THE DEPARTMENT OF ELDER AFFAIRS

The evolutionary process, culminating in the creation of the Department of Elder Affairs, spanned a twenty year period. In 1954, a Council on Aging was formed as an advisory board responsive to the Governor. Its renaming in 1964 to the Commission on Aging did not alter the board's advisory and consultative functions, although Chapter 6, Section 23 of the Massachusetts General Laws did add duties primarily related to the employment of the elderly.

Chapter 761 of the Acts of 1968, which established the Department of Community Affairs, abolished the Commission and transferred all of its powers and duties to the new Department.

The status of the existing state aging unit was raised in 1970 by the passage of Chapter 862 which created the Executive Office of Elder Affairs and allowed for the development of an administrative structure for elderly affairs.

On November 28, 1973, the General Court of Massachusetts enacted legislation - Chapter 1168 of the Acts of 1973 - creating the Department of Elder Affairs. The first cabinet level Department of Elder Affairs in the nation was vested with full statutory authority to develop service programs for elders and to represent elders at the highest level of State government.

MANDATES OF THE DEPARTMENT OF ELDER AFFAIRS

As delineated in Chapter 1168, which added Chapter 19A into the Massachusetts General Laws, the Department of Elder Affairs is charged with specific administrative responsibilities.

"The department shall be the principal agency of the Commonwealth to mobilize the human, physical, and financial resources available to plan, develop, and implement innovative programs to insure the dignity and independence of elderly persons, including the planning, development, and implementation of a home care program for the elderly in the communities of the Commonwealth."

(MGL Chapter 19A, Section 4)

Chapter 1168 further provides statutory authority for the Department to work in conjunction with other state agencies in the development of regulations, standards, or policies that affect elders in the following areas:

- development of nursing home regulations in connection with the Department of Public Health;
- registration of nursing home administrators;
- determination of need for new nursing homes or related facilities;
- determination of sites and nutritional standards for the school meals program for the elderly;
- development of standards for state-aided elderly housing;
- appointment by the Governor of one member to the Public Health Council;
- review of regulations of the Department of Public Welfare affecting services, medical care, and public assistance for elders;
- accreditation of homemakers and homemaker agencies.



The Department of Elder Affairs, as the designated single state agency under the Federal Older Americans Act, must fulfill both Federal mandates and requirements and state objectives. The administrative agency is thus authorized:

- to provide assistance to communities in solving local problems with regard to elderly persons including, but not limited to, problems in identifying and coordinating local resources to serve the needs of elderly persons;

- to facilitate communications and the free flow of information between communities and the office, agencies, and employees of the Commonwealth;

- to encourage and assist communities to plan, develop and implement Home Care programs;

- to exercise the powers and discharge the duties assigned in the field of health care, housing, nutrition, homemaker services, economic opportunity, local and regional planning, transportation, education and pre-retirement programs;

- to seek, accept, and otherwise take advantage of all federal aid available to the Department and to assist other agencies of the Commonwealth, local agencies and community groups in taking advantage of all federal grants and subventions available to elderly persons;

- to review and coordinate those activities of agencies of the Commonwealth and of any political subdivision of the Commonwealth at the request of such subdivision, which affect the full and fair utilization of community resources for programs

for elderly persons, and initiate programs that will help assure such utilization;

-- to encourage the formation of Councils on Aging and to assist local communities in the development of said Councils.



## II. PROGRAMS AND SERVICES

### ARCHITECTURAL BARRIERS

On October 12, 1974, the Department of Elder Affairs became a member of the Architectural Barriers Board. The Board's primary goal is to facilitate access to and use of public buildings and facilities by physically handicapped persons. The Department's role in the achievement of this goal includes participation in the preparation of rules and regulations governing construction, reconstruction, alteration or remodeling of public buildings; dissemination of the rules and regulations; education of architects, planners, builders and the general public as to the design needs of persons with mobility limitations; and enforcement of the rules and regulations through weekly compliance and variance hearings.

### AREA AGENCIES ON AGING

As required under Title III of the 1973 amendments to the Older Americans Act of 1965, the Department has established fifteen Area Agencies on Aging (AAA) throughout the Commonwealth. The AAAs are responsible for the planning and coordination of services for elders within designated geographic areas.

Upon submission of an area plan which evaluates priority needs and offers plans for meeting such needs, Title III funds are allocated by the Department to each AAA. The AAA then

awards grants to community agencies for the provision of services to elders.

Each AAA is a non-profit corporation formed for the sole purpose of developing an Area Plan and funding service programs for elders. The AAA Board of Directors and Advisory Council are composed of area residents age 55 and over who are broadly representative of local Councils on Aging.

### COUNCILS ON AGING

Councils on Aging were first created by Chapter 495 of the Acts of 1956 and made part of the General Laws, Section 8B of Chapter 40, for the purpose of "coordinating or carrying out programs designed to meet the problems of the aging in coordination with programs of the Department of Elder Affairs."

Funding of the 290 Councils on Aging is provided by city or town appropriations. State funds, totaling \$100,000 per fiscal year, are granted to legally mandated Councils on Aging to serve as seed money. Preference is given to proposals for: Councils on Aging applying for the first time; establishment of new or expansion of multi-service senior centers; planning and coordination of services for older persons; and establishment of new or expansion of programs emphasizing volunteer community or civic services. State demonstration grant funds are further utilized to provide such services as information and referral, preventative health education, transportation, outreach, agency staffing and employment.

EDUCATIONTitle IV-A

Title IV-A of the Older Americans Act of 1965, as amended, provides federal funding to assist in meeting the aging-related training needs identified at both the State and Area Agency level. Used in concert with Title III administrative funds, Title IV-A monies are expended to address the manpower and training needs of State and Area Agency on Aging staff, elders who wish to become involved in service delivery to their peers, volunteers engaged in elder-related programs, and staff of public and private agencies providing services to older persons.

Intergenerational Education

Intergenerational education programs are designed to reactivate and communicate the spirit, knowledge, expertise and valuable life experience of the current generation of Older Americans to students. Conducted in elementary and secondary schools, the flexible program format is adapted to fit community resources.

Regularly enrolled students and community elders join together to participate in such instructional and non-instructional activities as in-school and off-campus programs, classroom and small group situations, tutorial, counselling or discussion programs during school and after school hours. Each inter-generational program is administered by a teacher nominated to serve as liaison between the elders and students, and by a



member of the local community serving as an outside liaison. The Department of Elder Affairs provides program development information and technical assistance to communities seeking to initiate intergenerational education programs.

### Project Healthy

"Healthy" is a six-part seminar series designed to help elders preserve their health and mobility. Sponsored by the Department of Elder Affairs, the series is used by agencies and organizations dealing with elders.

All materials needed by an individual or group to present the seminar series in the community are contained in a kit -- coordinator's manual, handout literature, cassette tape and 35 mm. filmstrip. The complete package may be borrowed from the Department of Elder Affairs.

### ELDER SERVICE CORPS

The Elder Service Corps was created by the Legislature concurrently with the creation of the Department of Elder Affairs on July 1, 1974 (Section 13 of Chapter 19A of the General Laws). The state-funded program, administered by the Department of Elder Affairs, provides elder volunteers with a stipend to meet the expenses incurred in the performance of their activities.

Persons age 60 and over, enrolled in the program for one year, are assigned to various public and private non-profit human service agencies engaged in programs related to the elderly. Full-time corps people work 37-1/2 hours a week and receive a

monthly stipend of \$200. Part-time enrollees work 18 hours a week and receive a monthly stipend of \$100. The stipends received by the enrollees provide the source for the required 25% local match of federal grants awarded to participating Area Agencies on Aging and Community Action Programs.

### HEALTH

The Department of Elder Affairs provides, in addition to the nursing home and public health activities of the Ombudsman Development Specialist, technical assistance and consultation to agencies and organizations involved in the up-grading of geriatric care.

In conjunction with professional health activities, the Department is participating in the development of geriatric care training programs. Planning, designed to meet the needs of elders in state institutions, is being conducted by a consortium of state agencies including the Department. Additional consultation is given to the Medical Division of the Department of Public Welfare on the improvement of medical services offered to low income elders.

### HOME CARE

The concept of Home Care emerged in response to the growing need for community based supportive services to elders "at risk" of being institutionalized due to social or physical limitations. The program strives to maintain the dignity and independence of



older persons in the community through the provision of needed services.

At present, 22 of the projected 27 Home Care Corporations are fully funded and operative. Each Home Care Corporation is centered around six core services:

-- Case Management is provided by staff members and includes assessing the need for services; counselling with the client to identify, accept and secure needed services; developing, monitoring and reviewing service plans; assisting the client in obtaining necessary services; and follow-up.

-- Chore Services help in home maintenance by providing such assistance as heavy household cleaning, minor repair services, snow removal, and relocation preparation.

-- Protective Services include social diagnosis, evaluation and assessment, and short term counselling and intervention to persons in a perceived crisis in order to alleviate the crisis or refer persons to appropriate resources.

-- Homemaker Services include food shopping, personal errands, light housekeeping, meal preparation as necessary, and related activities.

-- Information and Referral Services, which include brief assessment of a person's needs, referral to appropriate resources and follow-up, are provided by staff members to persons regardless of income.

-- Transportation Services provide mobility and independence through transportation to central meal facilities, medical

appointments, community service agencies, and other locations.

In addition, Home Care Corporations provided other services which varied from location to location. Among these were housing, nutrition, occupational therapy and advocacy assistance.

The Department also sponsored health maintenance and health education programs for elders through the Home Care network. Such services as screening clinics, health assessments, health counselling, and nurse clinics, primarily conducted under contractual arrangements with the Visiting Nurse Association, were offered within the community to assist elders in maintaining their physical well-being.

The Department has developed a series of recommendations for the purpose of integrating health services into the Home Care system. This will allow for the provision of health and social services to elders through a coordinated service mechanism.

The primary funding sources for the Home Care program are Title III of the Older Americans Act, Title XX of the Social Security Act, and the Commonwealth of Massachusetts. Additional federal funding is provided through Title VII of the Older Americans Act for nutrition programs. City and town governments and community organizations also provide funds and in-kind contributions to match Title III appropriations.

#### HOUSING

The Department of Elder Affairs collaborates with the Department of Community Affairs to develop standards for elderly

housing including proper site selection, barrier-free design, development of community space, and regulations for tenant selection. Each proposal for elderly housing, whether state or federally funded, is reviewed to insure that the environmental and social needs of elders are met.

As part of its advocacy function, the Department involves local Councils on Aging in the planning and review process. The Department also provides technical assistance to local groups involved in the planning and review of housing for the elderly.

#### INFORMATION SERVICES

More than 10,000 elders and persons involved in elder affairs are served by the Department's Information and Referral Unit each year. Telephone inquiries, letters and walk-in requests for information on opportunities and resources available to elders on the community, state and federal levels are acknowledged. When necessary, referrals are made to appropriate service agencies.

The Department maintains a resource library which is open to the public as an adjunct to the Information and Referral service. The library houses journals, reports and texts relevant to the aging field. Also available for circulation is a collection of audio-visual materials.



## INTERGOVERNMENTAL RELATIONS

The primary responsibility of the Department of Elder Affairs' Intergovernmental Relations Unit is to carry out the interdepartmental activities mandated by Chapter 1168 of the Acts of 1973. In addition, the unit reviews all federal and state laws, regulations and program guidelines affecting older persons in order to maximize the benefits derived by elders from newly developed programs. Federal grant proposals and other funding documents are also reviewed so as to submit recommendations to appropriate agencies on proposals impacting the elderly.

## LEGAL SERVICES

The Legal Services Program for elders is a demonstration project designed to provide legal assistance to nursing home residents. The areas in which primary guidance is offered are incompetency, right of access to nursing homes, deinstitutionalization, home ownership, and fair hearings procedures.

The specific objectives of the program include a review of Massachusetts' laws and regulations relative to the provision of care to nursing home residents and the elderly spouse remaining in the community, the development and maintenance of an effective working relationship with existing legal services projects, the utilization of services currently rendered by the Massachusetts Bar Association, and the training of Home Care Corporation and Area Agency on Aging staff in the dissemination of legal guidance.

materials to the elderly.

In addition, an action handbook geared to elders and those working with the elderly will be produced. Area law schools are encouraged to offer training in the needs of the elderly through the participation of volunteer law students in the project.

#### NUTRITION PROGRAM

The Title VII Nutrition Program is a federally funded project under the Older Americans Act which provides persons age 60 and over, particularly those with low incomes, with low cost, nutritionally sound meals served in congregate sites strategically located in schools, churches, community centers and other public or private facilities. The nutrition projects provide an intake and outreach service and additional needed social services not otherwise available to community elders such as transportation and personal escort service to and from project sites, information and referral, health and welfare counselling, and recreational activities.

Currently, twenty-two projects serve approximately 10,000 meals daily at 161 sites throughout the Commonwealth. An additional 5,502 meals are served daily by the Department of Education's nutrition program which serves noon meals in conjunction with school lunch programs.

#### OMBUDSMAN DEVELOPMENTAL SPECIALIST

The federally funded Ombudsman Developmental Specialist



program is designed to initiate and facilitate the implementation of area service mechanisms to resolve complaints and problems received from residents and relative of residents of long-term care facilities. Selected Home Care Corporations/Area Agencies on Aging (HCC/AAA), their Advisory Councils, and Ad Hoc Committees work jointly with the Specialist on the development and implementation of each HCC/AAA Ombudsman Project.

The State Ombudsman Developmental Specialist provides the area projects with overall leadership and training in the ombudsman process. The Specialist also resolves complaints and problems which cannot be resolved on a local basis or refers matters to appropriate state regulatory agencies. The Office of the Ombudsman Specialist further acts as the focal point for the collection, processing and analysis of information pertaining to the categorization and evaluation efforts of the Ombudsman program.

#### PRE-RETIREMENT

Consultation and technical assistance in the development of pre-retirement training programs are offered to the business and educational communities by the Department of Elder Affairs.

In collaboration with educational institutions, bibliographical material and training model descriptions have been compiled for dissemination to interested organizations.

The Department also conducts regional meetings, drawing together experts in pre-retirement, business representatives,

and educators to stimulate the development of innovative approaches to pre-retirement training.

### SENIOR AIDES

Senior Aides is a national program funded by the Department of Labor through the National Council of Senior Citizens, designed to provide employment opportunities for elders. In Massachusetts, the Senior Aides program is administered by the Department of Elder Affairs with three Home Care Corporations designated by the Department as local administrative agencies.

Senior Aides are trained to assume the role of ombudsmen--one of advocacy, impartiality, and accessibility. Acting as an objective agent between individuals and agencies, the ombudsmen extend their knowledge of federal, state and local agencies, organizations and services for the elders to the community at large as elder advocates.

Elders who meet the income and eligibility requirements of the program are placed in host organizations by the area coordinator. Senior Aides work 20 hours per week (additional hours are optional if funding permits) at a pay rate of \$2.70 per hour, thereby not exceeding the yearly earnings limitation for Social Security beneficiaries. Senior Aides also receive fringe benefits, transportation reimbursements and support services.

TRANSPORTATION

The specialized transportation needs of elders are addressed by a cooperative effort between the Department and the Executive Office of Transportation and Construction. Federal transportation grants are awarded to regional and local non-profit organizations to purchase specially equipped vehicles, to plan new routes and to subsidize operating costs for expanded services. Through this program, transportation planning is coordinated with Regional Planning Agencies and Regional Transportation Authorities with emphasis placed on the shared use of transportation resources.

The Department also provides technical assistance to local Councils on Aging and Area Agencies on Aging involved in joint planning and service development with Regional Transportation Authorities in their communities.



### III. FEDERAL FUNDING SOURCES

#### OLDER AMERICANS ACT

The Older Americans Act of 1965, as amended, is a principal Federal funding source to assist in the administration of State Agencies on Aging and in the development of community planning and social services for the elderly.

-- Title III provides limited funds for the administration of the designated State Agencies on Aging and the Area Agencies on Aging (AAA's). The majority of Title III funds are allocated by the Department of Elder Affairs and the AAA's for the development and coordination of programs for elders.

-- Title IV-A is the funding source for education and training programs on aging

-- Title IV-B provides funds for research and development activities in the field of gerontology

-- Title V provides funds for the purchase, construction or rehabilitation of senior centers

-- Title VII is the sole funding source for the operation of Nutrition Programs for elders

-- Title IX authorizes funds to the Department of Labor for Older Workers' Employment Programs such as Senior Aides and Green Thumb.

#### SOCIAL SECURITY ACT

The Social Security Act includes a number of provisions containing Federal benefits for elders.

-- Title II provides the standard retirement and disability

benefits for Social Security beneficiaries.

-- Title XVI established the Supplemental Security Income (SSI) Program which provides a guaranteed minimum income for elderly, blind and disabled persons.

-- Title XVIII created the Medicare program which provides medical insurance for elderly and certain disabled Social Security beneficiaries.

-- Title XIX established the Medicaid program which provides medical assistance to low income individuals.

-- Title XX allocates funds to each state for social service provision to low income individuals.



AREA AGENCIES ON AGING

AREA I-A           Berkshire County Home Care Corporation  
246 North Street  
Pittsfield, MA 01201  
(413) 499-1353

AREA I-B           Franklin County Home Care Corporation  
Central Street  
Turners Falls, MA 01376  
(413) 774-2994

AREA I-C           Highland Valley Elder Service Center  
42 Gothic Street  
Northampton, MA 01060  
(413) 586-3130

AREA I-D           Holyoke/Chicopee Home Care Corporation  
364-66 Maple Street  
Holyoke, MA 01040  
(413) 538-9020

AREA I-E           Home Care Corporation of Springfield, Inc.  
1414 State Street  
Springfield, MA 01109  
(413) 788-6194

AREA II            Region II Area Agency on Aging, Inc.  
697 Main Street  
Holden, MA 01520  
(617) 829-5364

AREA III-A         Gloucester/Rockport Senior Home Care Services, Inc.  
94 Main Street  
Gloucester, MA 01930  
(617) 281-1750

AREA III-D         Chelsea/Revere/Winthrop Home Care Center, Inc.  
453 Broadway  
Revere, MA 02151  
(617) 284-3600

AREA III-E         Mystic Valley Elder Home Care Center, Inc.  
341A Forest Street  
Malden, MA 02148  
(617) 324-3200

AREA III-F         Somerville/Cambridge Home Care Corp.  
249 Elm Street  
Somerville, MA 02143  
(617) 628-2601

AREA IV-A            Old Colony Elder Services, Inc.  
                      170 Main Street  
                      Brockton, MA 02401  
                      (617) 584-1561

AREA IV-B            Bristol County Home Care for Elderly, Inc.  
                      178 Pine Street  
                      Fall River, MA 02720  
                      (617) 675-2101

AREA IV-D            Elder Services of Cape Cod & the Islands, Inc.  
                      146 Main Street  
                      Hyannis, MA 02601  
                      (617) 771-4248

AREA V               Merrimack Valley Home Care Center  
                      477 Essex Street  
                      Lawrence, MA 01840  
                      (617) 683-7747

AREA VI              Region VI Area Agency on Aging, Inc.  
                      Commission on Affairs of the Elderly  
                      One City Hall Square  
                      Boston, MA 02201  
                      (617) 725-4000 X 125

HOME CARE CORPORATIONSMinuteman Home Care Corporation

1241 Massachusetts Avenue  
Arlington, MA 02174  
(617) 648-2410

Berkshire Home Care Corporation

246 North Street  
Pittsfield, MA 01201  
(413) 499-1353

S.W. Boston Senior Services, Inc.

4258 Washington Street  
Roslindale, MA 02131  
(617) 325-0525

Area II Home Care for Senior Citizens, Inc.

73 Hemenway Street  
Boston, MA 02115  
(617) 266-1672

Senior Home Care Services, Boston III, Inc.

230 Boylston Street  
Boston, MA 02116  
(617) 267-7575

Old Colony Elder Services, Inc.

170 Main Street  
Brockton, MA 02401  
(617) 584-1561

Elder Services of Cape Cod & The Islands, Inc.

146 Main Street  
Hyannis, MA 02601  
(617) 771-4248

Chelsea/Revere/Winthrop Home Care Center, Inc.

453 Broadway  
Revere, MA 02151  
(617) 284-3600 X170

Bristol County Home Care for Elderly, Inc.

178 Pine Street  
Fall River, MA 02720  
(617) 675-2101

Franklin County Home Care Corporation

Central Street  
Turners Falls, MA 01376  
(413) 774-2994

Home Care Corporations (cont.)Gloucester/Rockport Senior Home Care Services, Inc.

94 Main Street

Gloucester, MA 01930

(617) 281-1750

Greater Lynn Senior Services, Inc.

75 Union Street

Lynn, MA 01902

(617) 599-0110

Highland Valley Elder Service Center

42 Gothic Street

Northampton, MA 01060

(413) 586-3130

Holyoke/Chicopee Home Care Corporation

364-66 Maple Street

Holyoke, MA 01040

(413) 538-9020

Merrimack Valley Home Care Center

477 Essex Street

Lawrence, MA 01840

(617) 688-7747

Montachusets Home Care Corp., Inc.

124 Main Street

Fitchburg, MA 01420

(617) 345-7312

Mystic Valley Elder Home Care Center, Inc.

341A Forest Street

Malden, MA 02148

(617) 324-3200

North Shore Elder Services, Inc.

c/o Peabody Council on Aging

96 Main Street

Peabody, MA 01960

(617) 531-2254

Somerville/Cambridge Home Care Corporation

249 Elm Street

Somerville, MA 02143

(617) 628-2601

Home Care Corp. of Springfield, Inc.

1414 State Street

Springfield, MA 01109

(413) 781-8800



Home Care Corporations (cont.)

Elder Home Care Services of Worcester, Inc.  
67 Highland Street  
Worcester, MA 01609  
(617) 756-1545

Elder Home Care Services of Southern Worcester, Inc.  
c/o Harrington Memorial Hospital  
100 South Street  
Southbridge, MA 01550  
(617) 764-2542



TITLE VII NUTRITION PROJECTS

Nutrition Project Grantees

Project Area

Berkshire Home Care Corporation  
246 North Street  
Pittsfield, MA 01201  
(413) 499-2855

Berkshire County

Southwest Boston Senior Services, Inc.  
4258 Washington Street  
Roslindale, MA 02131  
(617) 325-0525

Hyde Park, Roslindale, West  
Roxbury, Jamaica Plain

C.A.P.E., Inc.  
P.O. Box 64  
Rockport, MA 01966  
(617) 546-7061

Gloucester, Rockport, Ipswich,  
Manchester

Elder Services of Cape Cod & the Islands  
146 Main Street  
Hyannis, MA 02601  
(617) 771-4248

Cape Cod and the Islands

Chelsea/Revere/Winthrop Home Care  
453 Broadway  
Revere, MA 02151  
(617) 284-3600 X.54

Chelsea, Revere, Winthrop

Community and Regional Opportunity Program  
264 Exchange Street  
Chicopee, MA 01013  
(413) 598-8391

Chicopee, Holyoke, Ludlow,  
South Hadley, Ware, Belchertown,  
Granby

Federated Dorchester Neighborhood Houses,  
Inc.  
222 Bowdoin Street  
Dorchester, MA 02122  
(617)

Charlestown, East Boston, South  
Boston, Chinatown, North End,  
Dorchester, Columbia Point

Fall River Council on Aging  
c/o Fall River Nutrition Program  
1197 Robeson Street  
Fall River, MA 02720  
(617) 675-0521

Fall River, Westport, Attleboro,  
Swansea, Somerset

Franklin County Senior Services Project  
39 Federal Street  
Greenfield, MA 01301  
(413) 772-0831

Franklin County

Title VII Nutrition Projects (cont.)Nutrition Project GranteesProject Area

Highland Valley Elder Service Center  
42 Gothic Street  
Northampton, MA 01060  
(413) 586-3130

Easthampton, Hadley, Northampton

Lawrence Regional Vocational High School  
River Road  
Andover, MA 01810  
(617) 686-1422

Amesbury, Merrimack, Haverhill,  
Lawrence, Methuen, Billerica,  
Dracut, Tewksbury, Lowell,  
Newburyport

Greater Lynn Senior Services, Inc.  
75 Union Street  
Lynn, MA 01901  
(617) 599-0110

Lynn, Nahant, Saugus, Lynnfield

Malden Action, Inc.  
341A Forest Street  
Malden, MA 02148  
(617) 324-1200

Malden, Medford, Everett,  
Melrose

Montachusett Opportunity Council  
93 Fairmount Street  
Fitchburg, MA 01420  
(617) 345-1443

Fitchburg, Gardner, Leominster,  
Ashburnham, Westminster, Templeton,  
Winchendon

City of New Bedford  
Elderly Nutrition Program  
725 Pleasant Street  
P.O. Box F-658  
New Bedford, MA 02742  
(617) 999-2931 X-305

New Bedford, Dartmouth, Acushnet,  
Fairhaven, Rochester, Marion,  
Mattapoisett

Old Colony Elderly Services, Inc.  
170 Main Street  
Brockton, MA 02401  
(617) 584-1561

Brockton

Peabody Council on Aging  
96 Main Street  
Peabody, MA 01960  
(617) 531-2254

Peabody, Salem

Roxbury Council of Elders  
55 Dimock Street  
Roxbury, MA 02119  
(617) 445-5420

Allston, Brighton, Fenway,  
Back Bay, South End, Roxbury,  
North Dorchester, North  
Jamaica Plain

Title VII Nutrition Projects (cont.)Nutrition Project Grantees

Somerville-Cambridge Home Care  
Corporation  
249 Elm Street  
Somerville, MA 02144  
(617) 628-2601

South Middlesex Opportunity Council  
36 Concord Street  
Framingham, MA 01701

Home Care Corporation of  
Springfield, Inc.  
1414 State Street  
Springfield, MA 01109  
(413) 788-6194

Age Center of Worcester  
17 Federal Street  
Worcester, MA 01600  
(617) 755-2331

Project Area

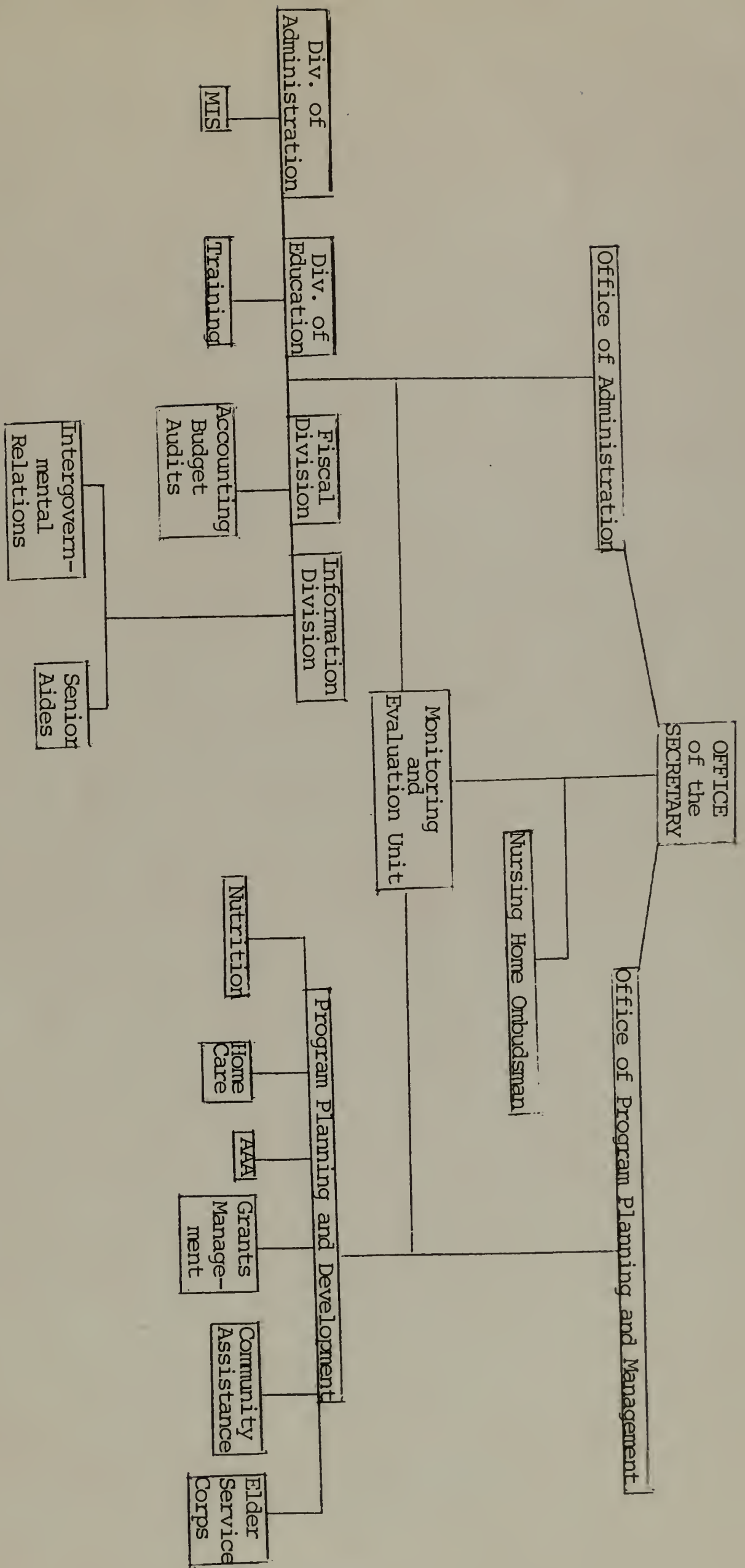
Somerville, Cambridge

Framingham, Marlborough,  
Natick

Springfield, Wales

Worcester, Shrewsbury

ORGANIZATIONAL CHART - DEPARTMENT OF ELDER AFFAIRS



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